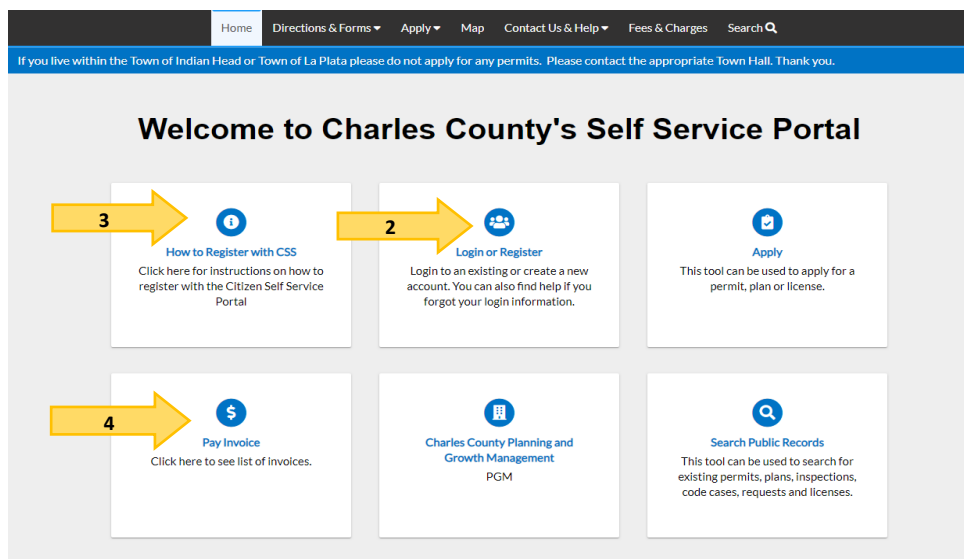


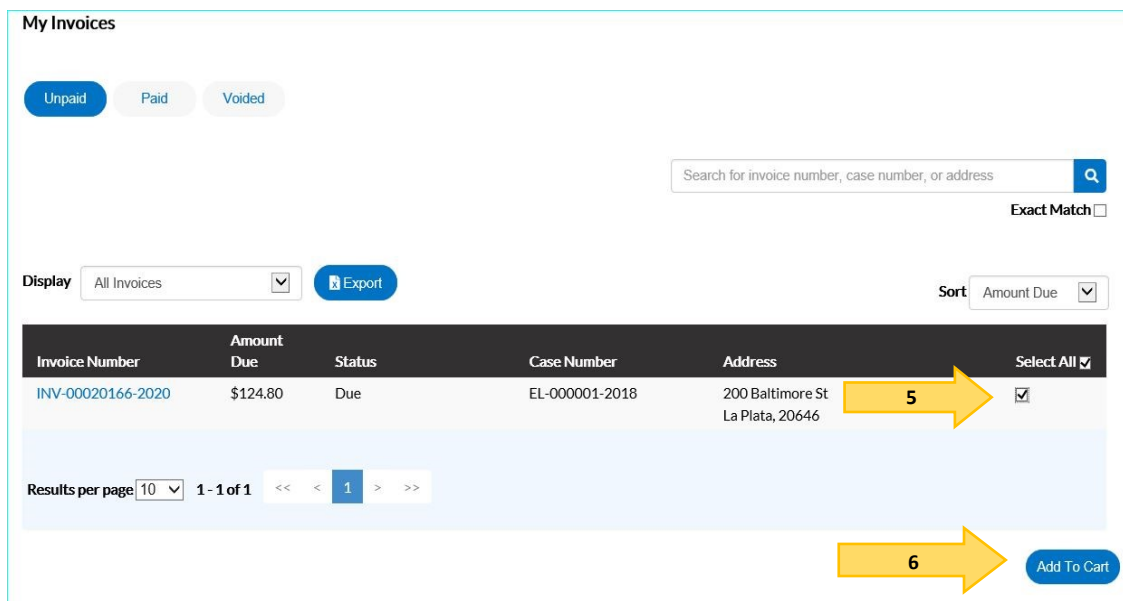


Citizen Self Service Portal How to Pay Your Invoice Guide

1. Access the Citizen Self Service Portal (CSS) by visiting https://land.charlescountymd.gov/EnerGov_Prod/SelfService#/home.
2. Login to your account or create a new account if you do not have one.
3. Directions on how to register for an account are provided.
4. Once logged into your account, select Pay Invoice.



5. At the "My Invoices" screen check the box to select all beside for your invoice.
6. Click Add to Cart.



7. On the "Shopping Cart" screen, select Check Out.

The screenshot shows a "Shopping Cart" interface. At the top left is a "Back" link. Below it, the "Shopping Cart" title is in a box. On the right, the "Total" is \$124.80 with a "Check Out" button. The main area contains invoice details: Invoice: INV-00020166-2020, Due Date: 01/29/2020, Description: NONE, Billing Contact: Markovich, Gina. Below this is a table with columns: Case Number, Project, Case Address, and Amount Due. The table has one row: EL-000001-2018, 200 Baltimore St La Plata 20646, \$124.80. To the right of the table is a "Remove" button and a "Top | Main Menu" link. A yellow arrow with the number "7" points to the "Check Out" button at the bottom right.

Case Number	Project	Case Address	Amount Due
EL-000001-2018		200 Baltimore St La Plata 20646	\$124.80

8. On the next screen Enter Your Payment Details.

9. Click Pay Now.

The screenshot shows the "MyGovPay" interface for Charles County, MD. It displays the Order Number: 13818 and the date: Wednesday, January 29, 2020. Below this is a table with columns: Invoice #, Item Description, Quantity, Unit Price, and Total Price. The table has one row: INV-00020166-2020, NONE, 1, \$124.80, \$124.80. Below the table are "Item Total: \$124.80" and "Order Total: \$124.80". A yellow arrow with the number "8" points to the table. Below the table is the "Payment Details" section. It contains fields for Cardholder Name, Billing Street, Billing Zip Code, Card Type (a dropdown menu), Card Number, Expiration Date (Month and Year dropdowns), and CVV Code. A yellow arrow with the number "9" points to the "Pay Now - \$124.80" button. At the bottom is a "Cancel" link. A note at the top right of the payment details section says "*all fields are required".

Invoice #	Item Description	Quantity	Unit Price	Total Price
INV-00020166-2020	NONE	1	\$124.80	\$124.80

10. Once you have received your payment confirmation please send an email to cceb@charlescountymd.gov stating that your invoice has been paid.